

AGENDA

COMMITTEE ON HUMAN RESOURCES/INSURANCE

June 01, 2021

**Aldermen Stewart, Hirschmann
Barry, Cavanaugh, Roy**

6:30 p.m.

**Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Stewart calls the meeting to order.
2. Due to the COVID-19/Coronavirus crisis and in accordance with Governor Sununu's Emergency Order #12 pursuant to Executive Order 2020-04, this Committee is authorized to meet electronically.

You will be able to view and hear the meeting on Manchester Public TV, either on Channel 22 or on MPTV's website. To dial in to the meeting using your phone, call +1 (646) 749-3122 and enter access code: 130-991-493 when prompted.

3. The Clerk calls the roll.
4. HR Reports submitted by Kathleen Ferguson, Human Resources Director:
 - Position Summary Report
 - Summary of Arbitrations/Grievances
 - Vacancy Requisition Requests and Approvals
 - Sapphire SmartShopper Report*(Note: Provided for informational purposes only; no action is required.)*
5. Communication from Kathleen Ferguson, HR Director, requesting approval to award the Stop Loss insurance contract to Anthem for plan year 2022.
Gentlemen, what is your pleasure?

6. Communication from the Department of Public Works, requesting the following:
- Elimination of five (5) vacant Public Service Worker I's, grade 12
 - Addition of five (5) Equipment Operator II's, grade 13
- Gentlemen, what is your pleasure?**

7. Communication from the HR Director requesting revisions to the Business Administrator, grade 20, class specification.
- Gentlemen, what is your pleasure?**

TABLED ITEMS

(A motion is in order to remove any item from the table.)

8. Communication from Alderman Roy recommending the hiring of an independent firm to evaluate the Fire Department.
(Note: Tabled 1/5/2021; referred to the HR Committee by the BMA on 12/15/2020).
9. Communication from Alderman Terrio requesting that healthcare benefits be extended for an additional six months for the family of firefighter James McNeil.
(Note: Tabled on 2/2/2021.)
10. Discussion regarding the development of a formal procedure for the selection of City officers.
(Note: Tabled 1/5/2021; referred to the HR Committee by Alderman O'Neil at the 10/6/2020 BMA meeting.)
11. If there is no further business, a motion is in order to adjourn.



City of Manchester

Human Resources Department

One City Hall Plaza
Manchester, New Hampshire 03101

Tel: (603) 624-6543
Fax: (603) 628-6065

DATE: May 1, 2021

The Honorable Mayor Craig
And Board of Aldermen
City of Manchester
Manchester, NH 03101

Re: Position Report Summary

Dear Mayor Craig and Board of Aldermen:

Attached is the authorized position report for the above date. Below is a summary of changes that took place since the last report.

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
City Clerk	04/19/2021	Security Officer		1*
Solicitor	04/05/2021	Attorney I		1*
Info. Systems & Operations	04/05/2021	Computer Operator II		1*
Aviation	04/05/2021	Equipment Mechanic II		1*
Aviation	04/12/2021	Accounting Technician	1*	
Aviation	04/12/2021	Administrative Services Mgr.		1*
Aviation	04/13/2021	Airport Maintenance Worker I		1*
Aviation	04/26/2021	Customer Service Representative I	1*	
Aviation	04/26/2021	Administrative Assistant II		1*
Water Works	04/05/2021	Public Services Worker II	1*	
Water Works	04/05/2021	Engineering Technician II		1*
Water Works	04/12/2021	Public Services Worker II		1*
Fire	04/01/2021	Firefighter	1**	
Fire	04/18/2021	Firefighter		1*
Police	04/01/2021	Police Officer	1***	
Police	04/02/2021	Police Officer	1***	
Police	04/12/2021	Emergency Services Dispatcher		1*
Health	04/16/2021	School Nurse I	1**	
Highway	04/02/2021	Planner I	1***	
Highway	04/01/2021	Traffic Maintenance Worker II	1*	
Highway	04/01/2021	Equipment Operator III		1*
Highway	04/04/2021	Refuse Collector	1*	
Highway	04/05/2021	Equipment Operator II	1*	
Highway	04/06/2021	Financial Analyst		1***

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

DEPARTMENT	DATE	POSITION	NEW VACANCY	NEW HIRES
Highway	04/11/2021	Public Service Worker I	1*	
Highway	04/12/2021	Refuse Collector	1*	
Highway	04/12/2021	Public Service Worker I	1*	
Highway	04/12/2021	Traffic Maintenance Worker II		1*
Highway	04/14/2021	Equipment Operator II	1***	
Highway	04/19/2021	Customer Service Representative I		1*
Highway	04/26/2021	Public Service Worker I	1*	
Highway	04/26/2021	Equipment Operator II		1*
Parking	04/19/2021	Parking Control Officer	1*	
Parks & Recreation	04/01/2021	Urban Forester	1**	
Parks & Recreation	04/01/2021	Recreation Maintenance Worker I	2*	
Parks & Recreation	04/01/2021	Recreation Maintenance Worker II		2*
Parks & Recreation	04/04/2021	Recreation Maintenance Worker I		1*
Parks & Recreation	04/05/2021	Recreation Maintenance Worker I		1*
Parks & Recreation	04/11/2021	Recreation Maintenance Worker I		1*
Parks & Recreation	04/12/2021	Recreation Maintenance Worker I		1*
Parks & Recreation	04/26/2021	Recreation Maintenance Worker I	1*	
Parks & Recreation	04/26/2021	Equipment Operator III		1*
Senior Services (82)	04/01/2021	Director of Senior Services	1**	
		Total	22	23

*Due to Internal Promotions/Demotions/Position Control Changes

**Due to Retirement

*** Due to Resignation

Due to Lay off / % Discharged

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

May 20, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

Re: INFORMATIONAL ONLY: Summary of Grievances and Arbitrations

Attached is a summary document of outstanding and/or settled union grievances and arbitrations as of May, 2021.

KF/caf

May, 2021
Outstanding Grievances and Arbitrations

Department Case Number	Date Filed	GRIEVANCE	STATUS	ARB #/DATE	OUTCOME
AFSCME-Fleet 1-19		Sick Bank	Pre-Arb 1/9/20		Held in abeyance
AFSCME - Master 4-19	2/20/2019	Storm coverage and regular workday hours	Pre-Arb 5/14/2019	Arbitration Arb. Cooper 5/3/21	Arbitration was held on May 3, 2021; post hearing briefs are due to the arbitrator June 2, 2021; it is expected that a decision from the arbitration will be received 30-45 days following the submission of post hearing Briefs.
AFSCME - Master 5-19	5/29/2020	Plus Rate Laborer	Pre-arb 6/18/2019	Arbitration Arb. Cochran 9/9/21	Arbitration scheduled for 9/9/21. The Union may not be moving forward on this matter.
AFSCME - Master 7-19	9/13/2019	Promotion By-Pass	Pre-Arb 1/9/20		Held in abeyance
AFSCME- Master 8-19	10/1/2019	Promotion By-Pass	Pre-Arb 1/9/20		Held in abeyance
1- AFSCME Master-20	2/18/2020	Shift Differential			Held in abeyance
2-AFSCME Local 298-20	7/21/2020	No Call, No Show			Held In abeyance
3-AFSCME Local 298-20	7/23/2020	Promotion By-Pass		Arbitration Arb. Cooper 3/31/21	This arbitration has been canceled. Settlement pending.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

TO: Will Stewart, Chair
Human Resources and Insurance Committee

FROM: Kathleen Ferguson, Human Resources Director

DATE: May 20, 2021

SUBJECT: INFORMATIONAL ONLY: Vacancy Requisition Requests and Approvals

Attached is the Requisition Approval Report used to monitor the filling of vacant positions within the City of Manchester. The report reflects the current practice of submitting the request first to the Human Resource Department for verification of the vacancy. Once confirmed, the request to fill the vacancy is forwarded to the Mayor for approval.

KF/caf

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
3/2/2021	63-29-21	Water	Laborer (14)	Temporary		3/4/2021	3/4/2021	3/18/2021
3/2/2021	64-29-21	Water	Watershed Patrol Officer I (1)	Temporary	Request Canceled	3/4/2021	3/4/2021	3/18/2021
3/3/2021	65-65-21	DPW	Lifeguard Supervisor (8)	Temporary		3/4/2021	3/4/2021	3/5/2021
3/4/2021	66-65-21	DPW	Urban Forester	Baer		3/4/2021	3/4/2021	3/10/2021
3/8/2021	67-30-21	Fire	Firefighter	Welch	Jalbert	3/8/2021	3/8/2021	3/10/2021
3/9/2021	68-71-21	Library	Office Assistant	Ballard		3/10/2021	3/10/2021	3/10/2021
3/12/2021	69-4-21	City Clerk	Security Officer	Gonzalez		3/15/2021	3/15/2021	3/18/2021
3/12/2021	70-4-21	City Clerk	Administrative Services Manager	McCarthy	Swinyer	3/15/2021	3/15/2021	3/18/2021
3/16/2021	71-50-21	DPW	Civil Engineer II	Gray		3/16/2021	3/16/2021	3/18/2021
3/16/2021	72-33-21	Police	Police Records Specialist I	Mirollo	Chapman	3/16/2021	3/16/2021	3/18/2021
3/16/2021	73-50-21	DPW	Traffic Maintenance Worker II	Rice	Rodriguez	3/16/2021	3/16/2021	3/18/2021
3/18/2021	74-33-21	Police	Emergency Services Dispatcher	Josephson		3/18/2021	3/18/2021	3/18/2021
3/23/2021	75-25-21	Airport	Administrative Assistant II	Marsh	Armstrong	3/23/2021	3/23/2021	3/23/2021
3/29/2021	76-29-21	Water	Watershed Patrol Officer Trainee	Temporary		3/29/2021	3/31/2021	3/31/2021
3/29/2021	77-65-21	DPW	Recreation Maintenance Worker I	Plourde	Curry	3/29/2021	3/29/2021	3/31/2021
3/29/2021	78-65-21	DPW	Recreation Maintenance Worker I	Roy	O'Halloran	3/29/2021	3/29/2021	3/31/2021
3/30/2021	79-54-21	Parking	Parking Control Officer	Renelick		3/31/2021	3/31/2021	3/31/2021
4/2/2021	80-30-21	Fire	Fire Chief	Goonan	Parent	4/2/2021	4/2/2021	4/2/2021
4/5/2021	81-29-21	Water	Public Service Worker II	McGrail III		4/5/2021	4/5/2021	4/12/2021
4/6/2021	82-29-21	Water	Public Service Worker II	Julian		4/6/2021	4/6/2021	4/12/2021
4/7/2021	83-33-21	Police	Police Records Specialist I			4/8/2021	4/8/2021	4/12/2021
4/7/2021	84-50-21	DPW	Planner I	Sullivan		4/8/2021	4/8/2021	4/12/2021
4/7/2021	85-50-21	DPW	Equipment Operator II	Dickey		4/8/2021	4/12/2021	4/12/2021
4/12/2021	86-50-21	DPW	Refuse Collector	O'Halloran		4/12/2021	4/12/2021	4/12/2021
4/12/2021	87-50-21	DPW	Refuse Collector	Wells		4/12/2021	4/12/2021	4/12/2021
4/8/2021	88-50-21	DPW	Equipment Operator II	Stringer	Brewer	4/12/2021	4/12/2021	4/12/2021
4/8/2021	89-50-21	DPW	Public Service Worker I	Curry	McMillan	4/8/2021	4/12/2021	4/12/2021
4/12/2021	90-50-21	DPW	Public Service Worker I	Rodriguez		4/13/2021	4/13/2021	4/20/2021
4/12/2021	91-33-21	Police	Police Officer	Nardelli		4/13/2021	4/13/2021	4/20/2021
4/12/2021	92-33-21	Police	Police Officer	Tirrell		4/13/2021	4/13/2021	4/20/2021
4/14/2021	93-30-21	Fire	Firefighter	Brenner		4/14/2021	4/14/2021	4/20/2021
4/14/2021	94-71-21	Library	Office Assistant (part-time)	Stover		4/14/2021	4/14/2021	4/20/2021

2021 Requisition Report

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
4/14/2021	95-71-21	Library	Library Clerk I (part-time)	Beaulieu		4/14/2021	4/14/2021	4/20/2021
4/14/2021	96-71-21	Library	Librarian (part-time)	Kimsey		4/14/2021	4/14/2021	4/20/2021
4/14/2021	97-71-21	Library	Library Page (part-time)	Brooks		4/14/2021	4/14/2021	4/20/2021
4/14/2021	98-33-21	Police	Police Officer	Smith		4/14/2021	4/14/2021	4/20/2021
4/14/2021	99-33-21	Police	Police Officer	Kooharian		4/14/2021	4/14/2021	4/20/2021
4/22/2021	100-25-21	Airport	Accounting Technician	Blais		4/22/2021	4/22/2021	4/28/2021
4/22/2021	101-29-21	Water	Civil Engineer III	New Position		4/22/2021	4/22/2021	4/28/2021
4/23/2021	102-25-21	Airport	Customer Service Rep I	Armstrong		4/23/2021	4/23/2021	4/28/2021
4/26/2021	103-50-21	DPW	Chief of Street Operations	Davini		4/23/2021	4/23/2021	4/28/2021
4/26/2021	104-50-21	DPW	Public Service Worker I	Brewer		4/26/2021	4/26/2021	4/28/2021
4/26/2021	105-50-21	DPW	Recreation Maintenance Worker I	Dellas		4/26/2021	4/26/2021	4/28/2021
4/28/2021	106-33-21	Police	Police Services Specialist	Poulicakos		4/28/2021	4/28/2021	4/28/2021
4/29/2021	107-27-21	EPD	Laboratory Technician I	Warren		5/5/2021	5/5/2021	5/7/2021
5/4/2021	108-30-21	Fire	Fire Captain	Chouinard		5/7/2021	5/7/2021	5/7/2021
5/4/2021	109-30-21	Fire	Fire Lieutenant	Promotion Replacement		5/7/2021	5/7/2021	5/7/2021
5/4/2021	110-30-21	Fire	Firefighter	Promotion Replacement		5/7/2021	5/7/2021	5/7/2021
5/6/2021	111-29-21	Water	Administrative Assistant II	Gagnon		5/7/2021	5/7/2021	5/7/2021
5/6/2021	112-33-21	Police	Police Sergeant	Keating		5/7/2021	5/7/2021	5/7/2021
5/6/2021	113-33-21	Police	Police Officer	Promotion Replacement		5/7/2021	5/7/2021	5/7/2021
5/6/2021	114-30-21	Fire	Firefigher	Lescatre		5/7/2021	5/7/2021	5/7/2021
5/7/2021	115-33-21	Police	Police Officer	Olson		5/7/2021	5/7/2021	5/7/2021
5/7/2021	116-33-21	Police	Police Officer	Terrizzi		5/7/2021	5/7/2021	5/7/2021
5/12/2021	117-33-21	Police	Police Officer	Mullen		5/7/2021	5/7/2021	5/7/2021
5/12/2021	118-33-21	Police	Police Officer	Callahan		5/12/2021	5/12/2021	5/14/2021
5/12/2021	119-71-21	Library	Library Clerk I (part-time)	Hetrick		5/12/2021	5/12/2021	5/14/2021
5/13/2021	120-29-21	Water	Watershed Maintenance Worker II	Caprarello		5/13/2021	5/13/2021	5/14/2021
5/17/2021	121-50-21	DPW	Accounting Techician	Swinyer		5/17/2021	5/17/2021	5/18/2021
5/17/2021	122-50-21	DPW	Civil Engineer I	Wallace		5/17/2021	5/17/2021	5/18/2021
5/17/2021	123-50-21	DPW	Public Services Worker I	McMillian		5/17/2021	5/17/2021	5/18/2021
5/18/2021	124-25-21	Airport	Assistant Airport Director-Operations & Facilities	Braley		5/18/2021	5/18/2021	5/18/2021
5/19/2021	125-30-21	Fire	Assistant Chief	Parent		5/19/2021	5/19/2021	5/19/2021
5/19/2021	126-30-21	Fire	Deputy Fire Chief	Promotion Replacement		5/19/2021	5/19/2021	5/19/2021

Received	Req. #	Dept.	Position	Replacing	Replacement Name	HR Approved	Sent to Mayor	Mayor Approved
5/19/2021	127-30-21	Fire	Fire Captain	Promotion Replacement		5/19/2021	5/19/2021	5/19/2021
5/19/2021	128-30-21	Fire	Fire Lieutenant	Promotion Replacement		5/19/2021	5/19/2021	5/19/2021
5/19/2021	129-30-21	Fire	Firefighter	Promotion Replacement		5/19/2021	5/19/2021	5/19/2021
5/19/2021	130-71-21	Library	Library Page (part-time)	Sinotte				
5/19/2021	131-30-21	Fire	Battalion Chief	Promotion Replacement				
		i						

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

May 18, 2021

To: Will Stewart, Chair
Human Resources and Insurance Committee

From: Kathleen Ferguson, Human Resources Director

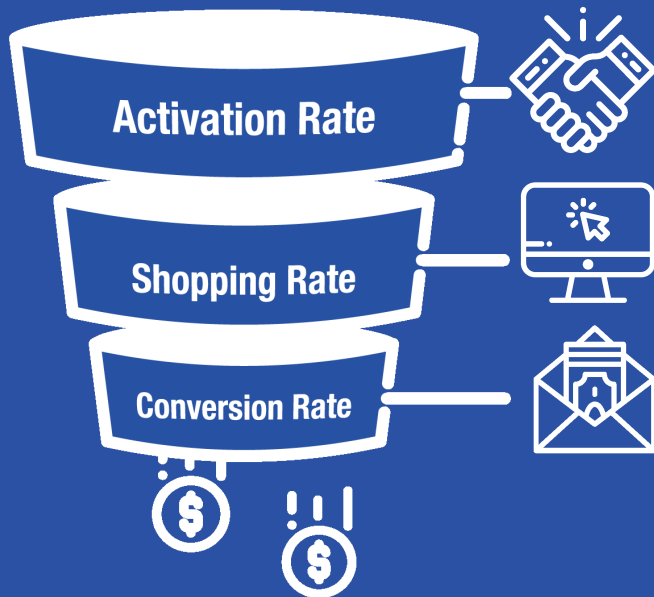
RE: Sapphire SmartShopper Report (March, 2021)

Sapphire SmartShopper Report

Attached is the City of Manchester's SmartShopper monthly results for March, 2021.

Total Savings for **March, 2021** was \$40,631. Total YTD savings \$104,545.

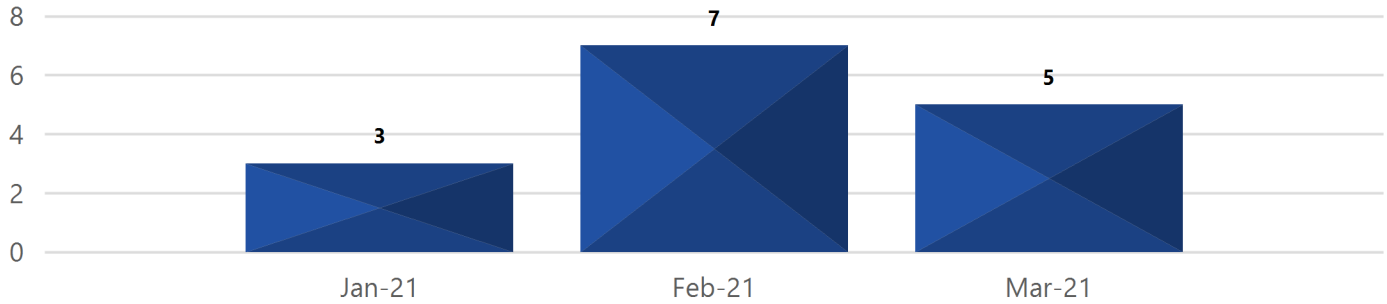
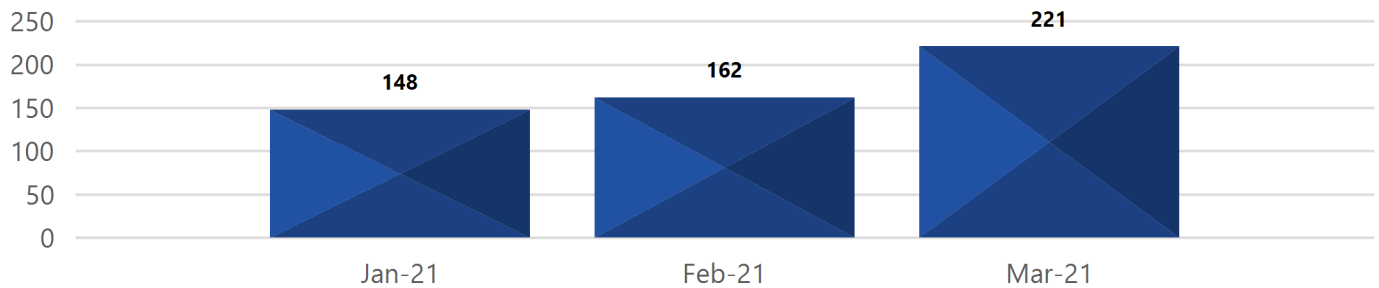
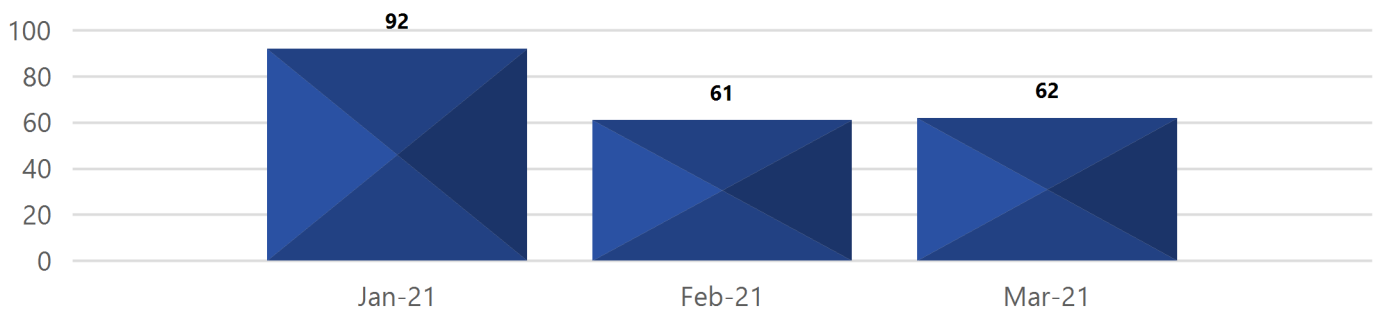
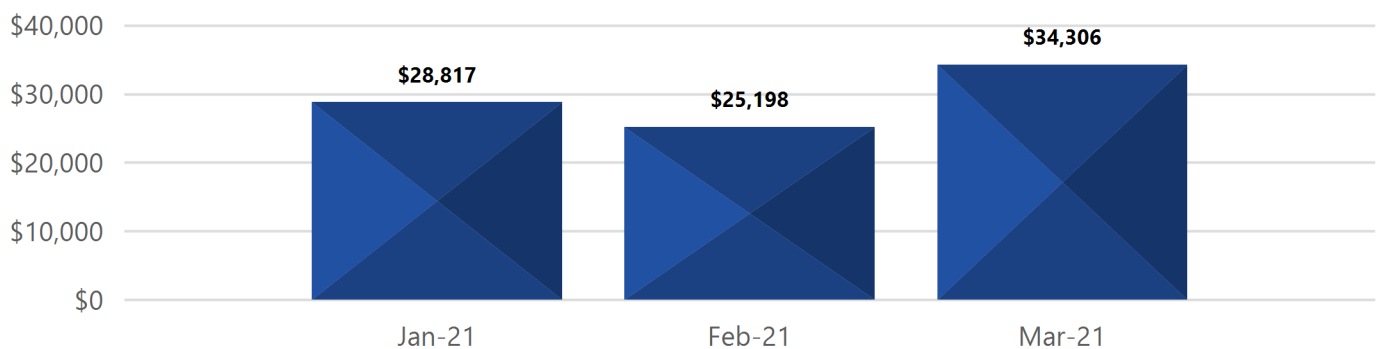
- March, 2020 vs. March, 2021 savings is down \$10,042.
- YTD Savings 2020 to 2021 is down \$67,664.
- Activation Rate 47% Activated Shopping Rate 96%, Activated Conversion Rate 81%.
- In March we had 5 new additional activations which is .09% of the 560 households that are activated, 221 shopping searches and 62 incentives paid.

Mar 2021
Report Date**PERFORMANCE REPORT****EXECUTIVE SUMMARY-Program to Date****Eligible
Population****2,812**
Members**1,181**
Households

47% Activation Rate	8% Activation Benchmark	560 Activated Households	
96% Activated Shopping Rate	66% Activated Shop Benchmark	537 Households Shopped	
81% Shop Conversion Rate	35% Shop Conversion Benchmark	435 Households Receiving Incentive	4,083 Total #Incentives

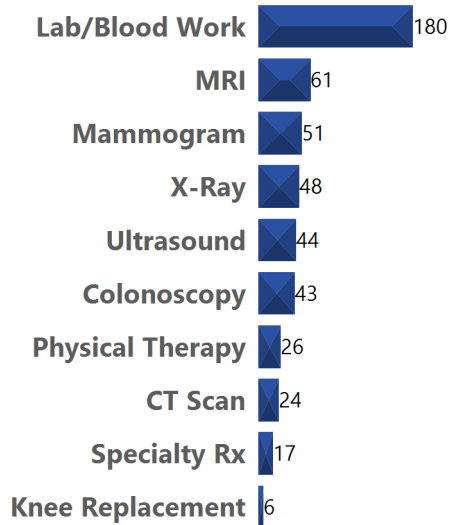
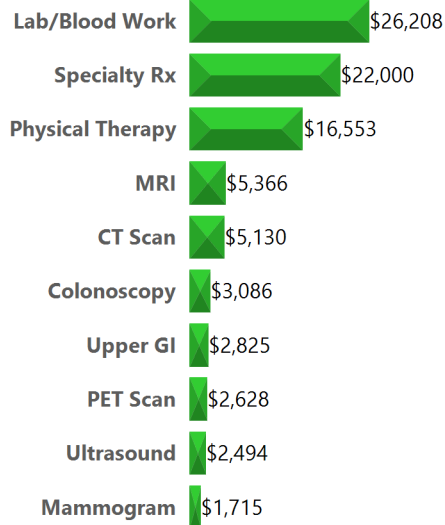
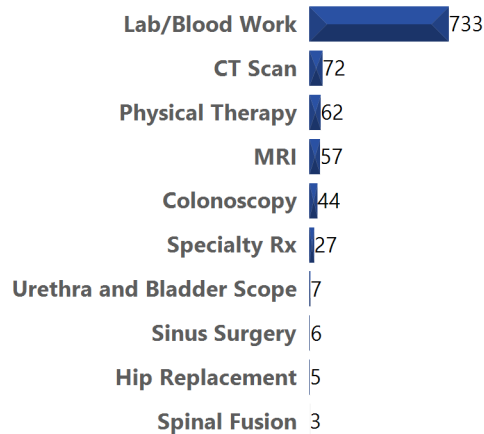
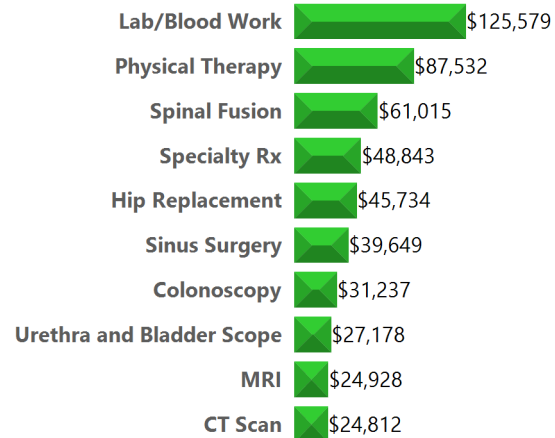
**\$3,177,077**
Total Gross Savings**\$303,970**
Total Incentives(\$)**\$2,873,107**
Total Claims Savings**Incentive and Savings Summary**

Timeframe	Gross Savings	Incentives Paid(\$)	Claims Savings	Incentives Paid(#)
MTD	\$40,631	\$6,325	\$34,306	62
YTD	\$104,545	\$16,225	\$88,320	215
PTD	\$3,177,077	\$303,970	\$2,873,107	4,083

Mar 2021
Report Date**PERFORMANCE REPORT****Activations****Shopping****Incentives****Claim Savings**

Mar 2021

Report Date

PERFORMANCE REPORT**Top Procedures Summary (Jan 2021 - Mar 2021)****Top Shopping Procedures****Top Savings Summary****Missed Opportunity Procedure Summary (Jan 2021 - Mar 2021)****Top 10 Missed Opportunity Claims****Top 10 Missed Opportunity Savings**



Mar 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Mar 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
Back Surgery	1	0	0	\$0	\$0	\$0	\$3,848	\$3,848
Bariatric Surgery	0	0	0	\$0	\$0	\$0	\$6,805	\$0
Bone and Joint Imaging	0	1	0	\$0	\$0	\$0	\$645	\$0
Bone Density	4	6	1	\$50	\$135	\$135	\$85	\$254
Breast Biopsy	5	3	0	\$0	\$0	\$0	\$1,198	\$5,992
Breast Lumpectomy	0	0	0	\$0	\$0	\$0	\$0	\$0
Bronchoscopy	0	0	0	\$0	\$0	\$0		\$0
Bunionectomy	0	0	0	\$0	\$0	\$0	\$6,935	\$0
Cardiac	0	0	0	\$0	\$0	\$0		\$0
Cardiology Procedure	14	0	0	\$0	\$0	\$0		\$0
Carpal Tunnel	1	0	0	\$0	\$0	\$0	\$1,474	\$1,474
Cataract Removal	3	0	0	\$0	\$0	\$0	\$1,485	\$4,455
Colonoscopy	44	43	15	\$2,750	\$3,086	\$206	\$1,077	\$31,237
CT Scan	72	24	6	\$700	\$5,130	\$855	\$376	\$24,812
Dilation & Curettage - D&C	0	0	0	\$0	\$0	\$0		\$0
Ear Tubes	6	0	0	\$0	\$0	\$0	\$169	\$1,011
Gall Bladder Surgery	1	0	0	\$0	\$0	\$0	\$5,852	\$5,852
General Surgery Procedure	1	0	0	\$0	\$0	\$0		\$0
Hammertoe Correction	0	0	0	\$0	\$0	\$0		\$0
Heart Imaging(SPECT)	2	0	0	\$0	\$0	\$0		\$0
Hernia Repair	2	2	0	\$0	\$0	\$0	\$2,316	\$4,633
Hip Replacement	5	0	0	\$0	\$0	\$0	\$9,147	\$45,734
Hysterectomy	1	0	0	\$0	\$0	\$0	\$1,286	\$1,286
Hysteroscopy	0	0	0	\$0	\$0	\$0	(\$100)	\$0
Kidney and Urinary Tract Treatment	0	0	0	\$0	\$0	\$0		\$0
Knee Replacement	1	6	0	\$0	\$0	\$0	\$5,420	\$5,420
Knee Surgery	2	2	0	\$0	\$0	\$0	\$1,626	\$3,253
Lab/Blood Work	733	180	126	\$3,150	\$26,208	\$208	\$207	\$125,579
Lithotripsy - Kidney Stones	0	0	0	\$0	\$0	\$0	\$2,160	\$0
Mammary Gland Procedure	0	0	0	\$0	\$0	\$0		\$0
Mammogram	86	51	20	\$900	\$1,715	\$86	\$120	\$7,936



Mar 2021
Report Date

PERFORMANCE REPORT

Cost-Effective Breakout By Procedure (Jan 2021 - Mar 2021)

Procedure Name	Incurred Claims	Shopping Activity	Incentives Paid(#)	Incentives Paid (\$)	Savings	Savings Per Case	Sapphire BOB savings(Prior Year)	Potential Savings
MRI	57	61	8	\$1,025	\$5,366	\$671	\$509	\$24,928
OB/Gyn	0	0	0	\$0	\$0	\$0		\$0
Orthopedic Procedure	3	2	0	\$0	\$0	\$0		\$0
PET Scan	5	5	1	\$150	\$2,628	\$2,628	\$3,722	\$14,886
Physical Therapy	62	26	11	\$1,650	\$16,553	\$1,505	\$1,716	\$87,532
Prostate Surgery	1	0	0	\$0	\$0	\$0		\$0
Shoulder Surgery	3	0	0	\$0	\$0	\$0	\$4,755	\$14,266
Sinus Surgery	6	0	0	\$0	\$0	\$0	\$6,608	\$39,649
Specialty Rx	27	17	10	\$5,000	\$22,000	\$2,200	\$2,873	\$48,843
Spinal Fusion	3	0	0	\$0	\$0	\$0	\$20,338	\$61,015
Tonsils and Adenoids	0	0	0	\$0	\$0	\$0	\$2,352	\$0
Total Revision of Hip and Knee	0	2	0	\$0	\$0	\$0		\$0
Tubal Ligation	1	0	0	\$0	\$0	\$0	\$3,038	\$3,038
Ultrasound	108	44	11	\$450	\$2,494	\$227	\$170	\$16,462
Upper GI	17	6	4	\$350	\$2,825	\$706	\$1,188	\$15,441
Urethra and Bladder Scope	7	0	0	\$0	\$0	\$0	\$3,883	\$27,178
Uterine Tissue Biopsy	0	2	0	\$0	\$0	\$0		\$0
X-Ray	285	48	2	\$50	\$181	\$90	\$69	\$19,419
Total	1,569	531	215	\$16,225	\$88,320			\$645,435



Mar 2021
Report Date

PERFORMANCE REPORT

Engagement Details (Program To Date)

Activation	Registration	Shopping	
560 Total HH's Activated	511 Total HH's Registered	537 Total HH's that Shopped	
77% Digital Activation	71% Digital Registration	61% Digital Shopping	55% Male Shopper
23% PAT Activation	29% PAT Registration	39% PAT Shopping	45% Female Shopper

Metric Name	Definition
Activation Rate	Total Activated Households/Total Households
Registration	First instance of a Member validating or providing an email and/or phone number
Shopping	Total number of phone inquiries and web searches by Households
Activated Households that Shopped	How many Activated Households had shop activity for incentivized procedures
Activated Shopping Rate	Total Activated Households that shopped for incentivized procedures/ Total Activated Households
# Incentives Paid	How many Incentives had the client/account received
\$ Incentives Paid	How much had the client/account received from Incentives
Shop Conversion Rate	Total Activated Households receiving an Incentive / Total Activated Households that Shopped
Claims Savings	Calculated as Gross Savings amount - Incentive Amount
Gross Savings	Dollar amount saved by Households choosing to receive care by incentivized providers rather than higher priced providers (original provider cost minus the cost of the incentivized provider). Sum Of Incentive Amounts and Claim Savings.
Savings Per Case	Claim Savings/Incentives Paid
Book of Business Average Savings(prior year)	Average savings per Incentives paid across Sapphires book of business for comparison purposes
Potential Savings	(Incurred Claims-Incentives Paid) * (BoB Average Savings)
Conversion	Member successfully receiving an incentive after shopping

Disclaimer: This report may contain include protected health information ("PHI") and Client represents the report recipient is a permitted recipient under state and federal laws and regulations, including but not limited to HIPAA. In the event such individual is no longer a permitted recipient, Client shall notify Sapphire Digital immediately.

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

May 21, 2021

Chairman Will Stewart
Human Resources and Insurance Committee
One City Hall Plaza
Manchester NH 03101

RE: ***Stop Loss Renewal for the City of Manchester***

Dear Chair Stewart and Committee Members:

USI Insurance Services has provided the City with the results of the Stop Loss Insurance RFP. Stop Loss Insurance bidding is an annual process. Three bids were received, eight companies declined to provide quotes due to the non-competitiveness of their prospective proposals. Attached is the Stop Loss summary comparison for the contract period 7/1/2021-6/30/2022.

After a review of the options, it is recommended that the City's Stop Loss contract go to Anthem. Anthem's bid offers the lowest premium cost (\$1,145,948, an increase of 28.7%), provides additional claims liability protections, not offered by the incumbent.

Since annual mature claims experience is used in the stop loss bid process, an abbreviated approval process results, creating a shortened window for authorization by the BMA. The contract with the incumbent ends on June 30, 2021.

Therefore, we request that the Board of Mayor and Aldermen approves moving the Stop Loss insurance contract from QBE to Anthem for plan year 2022 (July 1, 2021- June 30, 2022).

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director



City of Manchester
Medical Renewal
Self Funded Rates & Factors
July 1, 2021 Renewal Date

Stop Loss Carrier	Current Cost	2022 Quote- \$250,000 Stop Loss Annual Premium	Difference	% Change	Remarks
QBE	\$890,573	\$1,236,007	\$345,434	38.80%	Incumbent
Anthem		\$1,145,948	\$255,375	28.70%	Lowest Bid
Optum		\$1,768,816	\$878,243	98.6%	Not Competitive
Berkshire Hathaway					Decline to Quote
HM Life					Decline to Quote
Swiss RE					Decline to Quote
Symetra					Decline to Quote
Unum					Decline to Quote
Voya					Decline to Quote
Tokio Marine HCC					Decline to Quote
Sunlife					Decline to Quote

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

May 19, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

The Director of Public Works, Kevin Sheppard, requests changes in the Department of Public Works' (DPW) authorized complement.

The department would like to eliminate five (5) vacant Public Service Worker I positions (5340 – Labor Grade 12), and add five (5) Equipment Operator II positions (5450 - Labor Grade 13).

The proposed changes will allow DPW to meet the City's public works current and future needs in regards to vacant driver and operator positions.

Director of Public Works, Kevin Sheppard, states that he has funds available in his FY 2021 budget to support this change.

Human Resources recommends:

- Eliminating five (5) vacant Public Service Worker I's (5340) grade 12, and;
- Adding five (5) Equipment Operator II's (5450) grade 13.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

Kevin A. Sheppard, P.E.
Public Works Director

Timothy J. Clougherty
Deputy Public Works Director



Commission
Patrick Robinson, Chair
James Burkush
Trixie Dysart
Armand Forest
Kathleen Sullivan

CITY OF MANCHESTER
Department of Public Works

MEMORANDUM

AS please sent to H.R.

To: Kevin Sheppard, P.E., Director of Public Works

From: Jay Davini, Chief of Street Operations 

Date: May 12, 2021

Re: Operations Compliment

Hiring temp-to-perm laborers from outside the department without CDL's to work in the Refuse group has been spotty, and it has taken upwards of a year or more for them to acquire their CDL-B licenses, later qualifying them for Laborer and Refuse Collector positions. The amount of time it takes to fill permanent positions in this manner over the last two years has proven ineffective at keeping these positions filled while normal attrition occurs because of promotions and retirements.

The good news is that any negative effect because of the lack of laborers has been mitigated by personnel in higher positions willing to do double duty by laboring on the job when able. Unfortunately however, without personnel in the laborer and Public Service Worker I positions, there is no source of personnel to fill the vacant driver and operator positions when they open.

There are currently thirteen vacant Public Service Worker I (pay grade 12) positions. I recommend eliminating five of these (leaving eight available) and creating an additional five Equipment Operator II (pay grade 13) driver positions.

The difference in the cost of salaries is minimal and will better enable us to ensure we have the drivers needed for winter operations and put employees in the positions we need them. (see spreadsheet below).

Position	Pay Grade	Step	Salary	Filled	Vacancies	Total Positions	Value
PSWI	12	4	\$34,986	2	13	15	\$524,790
Equipment Operator II	13	2	\$35,277	17	2	19	\$670,263
Totals						34	\$1,195,053
Position	Pay Grade	Step	Salary	No. Positions		Total Positions	Value
Remaining PSWI	12	4	\$34,986	2	8	10	\$349,860
Existing Equipment Operator II's	13	2	\$35,277	17	2	19	\$670,263
New Equipment Operator II's	13	2	\$35,277		5	5	\$176,385
Totals						34	1,196,508

I am happy to discuss this at your convenience.

Cc:\ Timothy Clougherty, Deputy Director of Public Works
Tiffany Lucas, Business Service Officer

Kathleen Ferguson
Human Resources Director



CITY OF MANCHESTER

Human Resources Department

May 19, 2021

Alderman Will Stewart, Chair
Human Resources and Insurance Committee
City of Manchester
One City Hall Plaza
Manchester, NH 03101

Dear Chair Stewart and HRIC Members:

Human Resources has reviewed the class specification, Business Administrator (9226) grade 20, and realized this position is specific to the Fire Department only. The position has a generic title and could possibly be used in other departments other than just the Fire Department with a few revisions.

Revisions include updating the class specification and removing all references to Fire. The title and the grade continue to remain the same.

Interim Fire Chief Andre Parent has no opposition to the changes and approves the updates also.

Human Resources recommends updating and revising the Business Administrator (9226) grade 20 to ensure it remains a viable class specification for other departments in the event they would like to add it to their complement.

Respectfully submitted,

Kathleen Ferguson, PHR, SHRM-CP
Human Resources Director

City of Manchester
New Hampshire

In the year Two Thousand and twenty-one

AN ORDINANCE

“Amending Section 33.026 (Business Administrator) of the Code of Ordinances of the City of Manchester.”

SECTION 33.026 CLASS SPECIFICATIONS to be amended as follows:

Change Business Administrator, Class Code 9226, Grade 20 (specs attached)

This Ordinance shall take effect upon its passage and all Ordinances or parts of Ordinances inconsistent therewith are hereby repealed.



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Business Administrator
Class Code Number	9226-20

General Statement of Duties

To coordinate and integrate a variety of business activities, including fiscal, budgetary, human resources for ~~the Fire Department~~an assigned City department/division.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide accounting, budgetary and related financial duties including management of the financial and administrative processes. The principal function of an employee in this class is to work under the direct supervision of the Fire Chief in order to provide the Chief with budget information, overtime reports, uncommitted personnel reports, and other reports as assigned. LeewayThe work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees in the finance and administrative~~work~~ unit of the ~~Department~~division. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, elected City officials, union representative, contractors, the general public and others as required. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Administers and manages the fiscal operations ~~for an assigned City department/division,~~ including financial analysis, accounting, payroll, and preparation of related financial reports as required;
- Coordinates ~~Assists in~~ the preparation of the ~~department~~ budget;

- Assists with coordination and integration of human resources tasks;
- Monitors business operations by reviewing computer reports and making recommendation for changes to ~~departmental~~-administrators;
- Monitors and reviews a variety of periodic financial reports to include accounts payable, accounts receivable, payroll, overtime reports, etc.
- Performs fiscal oversight ~~to the Department~~ including training, coordinating and directing the work of accounting personnel;
- Coordinates the work of and provides technical assistance to professional staff in the monitoring and managing of budgeted resources and other administrative issues;
- Troubleshoots accounting problems and errors, and initiates corrective action;
- Negotiates agreements for service and projects with vendors and contractors;
- Advises department heads and supervisory personnel on complex fiscal matters, budgetary consideration, and related financial activities transfers of funds, payment procedures, investments, expenditures, and commitment of funds as requested;
- Responsible for scheduling of uncommitted Firefighters to cover for sick and vacation time to minimize overtime expenses;
- Prepares reports that identify the trends and ~~affect~~effects of sick absences, single shift vacation, bereavement and military leave;
- Interfaces with Public Building Services-Facilities for repair work;
- ~~Contacts~~ vendors to price out repairs and other potential costs;
- Works with assigned supervisor ~~with Division Chiefs Head~~ in the preparation of grant applications;
- Keeps records once grants are obtained;
- Serves as a representative ~~for the Department~~ at a variety of meetings, conferences, boards, and committees as required;
- Provides supervision of assigned ~~department~~-personnel, including coordinating work schedules and directives;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately- informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

Required Knowledge, Skills and Abilities
(at time of appointment)

- Comprehensive knowledge of ~~G~~generally ~~A~~accepted ~~A~~accounting ~~P~~principles; Knowledge of the principles, methods and techniques of business management;

- ~~Comprehensive knowledge of the functions of government in a municipality; Knowledge of public administration including budget preparation, human resource management, purchasing and general accounting activities;~~
- Comprehensive knowledge of financial office procedures and practices;
- Comprehensive knowledge of accounts payable, cost accounting, and payroll processes;
- Knowledge of Ordinances, City Policies/procedures, established human resource rules and regulations, and collective bargaining agreements;
- Thorough knowledge of computer information systems used by department;
- Ability to prepare reports and records.
- Ability to evaluate departmental needs in the development and implementation of the departmental budget;
- Ability to supervise, train and evaluate the work of others;
- Ability to effectively deal with difficult people in diplomatic and professional manner;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- ~~Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions; listed below~~
- ~~Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines; listed below~~
- Ability to handle confidential and administrative information with tact and discretion;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in a business administration, accounting, public administration or a related field; and
- Three years of experience in accounting or business administration, including one year of supervisory or administrative experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

-

Required Special Qualifications
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- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: BMA Date: 2/7/07



City of Manchester, New Hampshire

Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Class Title	Business Administrator
Class Code Number	9226-20

General Statement of Duties

To coordinate and integrate a variety of business activities, including fiscal, budgetary, human resources for an assigned City department.

Distinguishing Features of the Class

The principal function of an employee in this class is to provide accounting, budgetary and related financial duties including management of the financial and administrative processes. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of employees in the finance and administrative unit of the department. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, elected City officials, union representative, contractors, the general public and others as required. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (illustrative only)

- Administers and manages the fiscal operations including financial analysis, accounting, payroll, and preparation of related financial reports as required;
- Assists in the preparation of the department budget;
- Assists with coordination and integration of human resources tasks;
- Monitors business operations by reviewing computer reports and making recommendation for changes to administrators;

- Monitors and reviews a variety of periodic financial reports to include accounts payable, accounts receivable, payroll, overtime reports, etc.
- Performs fiscal oversight to the department including training, coordinating and directing the work of accounting personnel;
- Coordinates the work of and provides technical assistance to professional staff in the monitoring and managing of budgeted resources and other administrative issues;
- Troubleshoots accounting problems and errors, and initiates corrective action;
- Negotiates agreements for service and projects with vendors and contractors;
- Advises department heads and supervisory personnel on complex fiscal matters, budgetary consideration, and related financial activities;
- Prepares reports that identify the trends and effects of sick absences, single shift vacation, bereavement and military leave;
- Interfaces with Facilities for repair work;
- Contacts vendors to price out repairs and other potential costs;
- Works with assigned supervisor in the preparation of grant applications;
- Keeps records once grants are obtained;
- Serves as a representative at a variety of meetings, conferences, boards, and committees as required;
- Provides supervision of assigned personnel, including coordinating work schedules and directives;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<p style="text-align: center;">Required Knowledge, Skills and Abilities (at time of appointment)</p>

- Comprehensive knowledge of generally accepted accounting principles;
- Comprehensive knowledge of public administration including budget preparation, human resources management, purchasing and general accounting activities;
- Comprehensive knowledge of financial office procedures and practices;
- Comprehensive knowledge of accounts payable, cost accounting, and payroll processes;
- Knowledge of Ordinances, City Policies/procedures, established human resource rules and regulations, and collective bargaining agreements;
- Thorough knowledge of computer information systems used by department;

- Ability to prepare reports and records.
- Ability to evaluate departmental needs in the development and implementation of the departmental budget;
- Ability to supervise, train and evaluate the work of others;
- Ability to effectively deal with difficult people in diplomatic and professional manner;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to handle confidential and administrative information with tact and discretion;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with a Bachelor's Degree in a business administration, accounting, public administration or a related field; and
- Three years of experience in accounting or business administration, including one year of supervisory or administrative experience; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- None.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor assigned areas;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a vehicle;

- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the City.

Approved by: BMA Date: 2/7/07



CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Committee on Human Resources/Insurance
Aldermen Stewart, Hirschmann, Barry, Cavanaugh, and Roy

From: Alderman Jim Roy
Ward 4 *Jim Roy*

Date: December 8, 2020

Re: Proposal to Conduct Evaluation of Fire Department

Due to the significant shift of duties for Firefighter personnel within the last ten years, I believe we should discuss and ultimately hire an independent firm to evaluate the Fire Department. An evaluation of the department in its entirety has never been more critical than right now to determine if there are systemic stressors within the department that are adversely affecting the mental health of the members.

I believe the single most important asset within our city is our employees and it is imperative that we, as a board, make every effort to protect them.

Thank you for your consideration.



CITY OF MANCHESTER
Board of Aldermen

MEMORANDUM

To: Will Stewart, Chairman Human Resources & Insurance Committee
Members, Human Resources & Insurance Committee

From: Alderman Ross Terrio *R. Terrio*

Date: January 27, 2021

Re: Continuation of Healthcare Benefits for the Family of James McNeil

The family of firefighter James McNeil has lost their healthcare benefit after his recent death. Mr. McNeil was a long time, dedicated and loyal Manchester firefighter. I am proposing that we extend healthcare benefits to his family for six months until his estate goes through probate court, which is currently expected to be in July 2021.

Thank you for your consideration.